

EDITED KSA LISTING

CLASS: PROGRAM TECHNICIAN

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Basic knowledge of modern office methods (e.g., filing systems, tracking systems, desk procedures, written/verbal communication, time management, phone etiquette, record keeping, data entry, etc.) to maintain and retrieve information, respond to inquiries from staff and the public, and to effectively supervise inmates, etc.
K2.	Intermediate knowledge of operating office equipment (e.g., computer software/programs, typewriter, calculator, copy machine, fax machine, scanner, telecommunications devices, shredder, fire equipment, etc.) to process documents and forms, disseminate information to other external agencies, general public and CDC staff, and ensure safety of staff and inmates, etc.
K3.	Intermediate knowledge of grammatical structure (e.g., proper sentence structure, spelling, punctuation, etc.) to accurately proofread/correct documents produced within the office setting.
K4.	Intermediate knowledge of inmate supervision (e.g., Inmate Disciplinary process techniques, time keeping) in order to train, correct, and direct inmates in meeting job expectations
K5.	Basic knowledge of appropriate laws, rules, regulations, and policies (e.g., Penal Code, California Code of Regulations (CCR), Title 15, Department of Justice (DOJ), Departmental Operational Manual (DOM), rules, state and federal mandates, etc.) to provide information/instruction to staff to handle inquiries from within and outside the department, and ensure that staff are in compliance with these rules.
K6.	Basic knowledge of mathematical computations to complete basic addition, subtraction, multiplication and division, and calculate percentages associated with assigned duties.
K7.	Intermediate knowledge of various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) to maintain an organized filing system that would allow for swift and accurate retrieval of document/information.

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#	Knowledge, Skill, Ability
	Skill to:
S1	Skill to communicate effectively both verbally and in writing to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, public, and inmates/parolees.
S2	Skill to apply appropriate laws, rules, regulations, and policies (e.g., CCR, Title 15, DOJ rules, state and federal mandates, etc.) in order to gather and provide information, respond to inquiries from within and outside the department, and ensure compliance with job requirements.
S3	Skill to monitor state departmental policies and unit procedures, (e.g., Inmate Movement History, IWTIP, Commitment Data Entry, etc.) to provide functional guidance, and ensure compliance with program policies and function efficiently.
S4	Skill to evaluate state departmental policies and unit procedures, (e.g., Inmate Movement History, IWTIP, Commitment Data Entry, etc.) to provide functional guidance, and ensure compliance with program policies and function efficiently.
S5	Skill to perform basic clerical duties, such as sorting, filing, maintaining records and proofreading to effectively perform assigned duties.
S6	Skill to receive verbal and written directions in order to resolve technical and other problems to ensure work is done accurately.
S7	Skill to spell correctly, and use of proper English and grammatical structure (e.g., proper sentence structure, punctuation, vocabulary, etc.) to accurately prepare reports, proofread, correct documents and file.
S8	Skill to perform mathematical computations to complete basic addition, subtraction, multiplication and division problems associated with assigned duties.
S9	Skill to multi-task workload (e.g., inmate/parolee movement, court documents, inmate fingerprint cards, parolee discharge cards, etc.) to ensure work is completed within timeframes.
	Ability to:
A1	Ability to lift 40 pounds in order to move central files.

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#	Knowledge, Skill, Ability
	Working Conditions:
WC1.	Willingness to abide by and adhere to safety and security policies and provisions(e.g., wear personal alarms, carry whistle, etc.) applicable to specific work tasks performed
WC2.	Willingness to work in a State correctional facility
WC3.	Willingness to comply with tuberculosis screening requirements
WC4.	Willingness to treat inmates in a professional, ethical, and tactful manner
WC5.	Willingness to work around peace officers armed with chemical agents and/or weapons
WC6.	Willingness to abide by and adhere to the institutional dress code
WC7.	Willingness to accept constructive criticism and respond appropriately
WC8.	Willingness to respond to changes in the work unit in a positive, professional manner
WC9.	Willingness to promote positive, collaborative, professional working relations among staff
WC10.	Willingness to provide instruction or oversight regarding departmental policies, procedures, standards, and practices to staff and outside consultants
WC11.	Willingness to work professionally with individuals from a wide range of cultural backgrounds
	Working Conditions:
WC12.	Willingness to work in a team environment to complete assigned work tasks
WC13.	Willingness to work overtime hours as required
WC14.	Willingness to work with inmates who may be infected with contagious diseases such as Hepatitis C or HIV/AIDS